

# RESIDENT NEWS

January 2024

Norfolk Housing Association

## MAINTENANCE TIP OF THE MONTH!

It's that time of year where burst pipes are most likely to happen - and they result in tons of avoidable damage to your belongings and the unit (and often other resident's belongings, too).

Please help us avoid burst pipes this winter by doing these two things:

1. Ensure you keep your heat on even when you leave the unit or go away (20 degrees is great)
2. Keep windows closed during freezing temperatures!

## PAY YOUR RENT WITH CALGARY DOLLARS!



We get it...January can be a tough month! Did you know that if you have some Calgary Dollars saved up, you can apply them to your rent?

Some restrictions apply, but you can chat with Fatime by emailing [fatime.s@norfolkhousing.ca](mailto:fatime.s@norfolkhousing.ca) or calling the office during office hours to discuss your options!

And if you want to earn Calgary Dollars to use them in a future month, we have opportunities to do that, too!

MON-FRI, 9:30-4:00  
CALL 403.270.3062

AFTER HOURS EMERGENCY  
CALL 403.651.3717

# MENTAL HEALTH RESOURCES

**Togetherall** – a free, online network that offers anonymous, peer-to-peer mental health services 24 hours a day, seven days a week <https://togetherall.com/en-ca/>

## **Ease Care**

Online Service Offering:

Free Mental Health Assessments

Free Depression or Anxiety Assessments

Free Cognitive Behavioral Therapy

Free Adult and Children Psychiatry

Free Doctor Consults

<https://www.easecare.ca/>

## Numbers to Know:

- Crisis Text Line - Text CONNECT to 741741
- Mental Health Helpline – 1-877-303-2642
- Health Link – 811
- Access Mental Health Services 403-943-1500

## **Hope for Wellness**

Crisis support line for First Nations, Inuit, and Metis

Call 1.855.242.3310

<https://www.hopeforwellness.ca/>

## **Calgary Counselling Centre**

Barrier free counselling, no waitlists.

1.833.827.4229

<https://calgarycounselling.com/>

# **TENANT INSURANCE: BEST PRACTICE, AND YOUR RESPONSIBILITY AS A RESIDENT**

Having valid and up-to-date tenant insurance is a condition of your lease with NHA.

WHY? Because it protects you AND your neighbours in the event that something happens - such as an unforeseen weather event (like a flood) or an accident as a result of human error (burst pipes in winter). With insurance, you ensure you and your belongings are protected and insured, including from liability to others.

We are not affiliated with any insurance providers. However, a Desjardin Insurance office is in walking distance of the Norfolk building. You can get a quote by calling [1-587-353-7500](tel:1-587-353-7500).

We always encourage you to get quotes from various providers if you feel your initial quote is high!

## **DEADLINE TO PURCHASE MEMBERSHIPS**

As a member of the association, you have a hand in the bigger picture of the organization. You can vote at the Annual General Meeting and have a say in new bylaws.

Membership costs \$1 and MUST be purchased before January 31, 2024 to vote at the AGM in April.

## **BUILDING SAFETY IS A SHARED RESPONSIBILITY**

Please do not buzz anyone that is not YOUR personal guest into the building! Kindly let them know that you're not comfortable buzzing in a stranger.

Always ensure the front doors close behind you before walking away or heading up the elevator and keep your apartment doors locked when you're home or out.

If you see someone struggling or if someone has entered the building and requires some assistance (but is not dangerous) please call the HELP team (formerly DOAP) 403.805.7388

If you are worried about yours or another's safety, please call the police non-emergency 403-266-1234. or 911.



**NORFOLK  
HOUSING  
ASSOCIATION**

### **Submit Maintenance Request:**

[www.norfolkhousing.ca](http://www.norfolkhousing.ca)

### **Location:**

1118 Kensington Road NW

### **Upcoming Closures:**

n/a

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